
Project Management Office

Charter for the Travel & Expense Management System Implementation Project

Revision 1.0

Office of Financial Management

Revision History

<u>Revision</u>	<u>Date</u>	<u>Author</u>	<u>Description of change</u>
1.0	4/20/06	Glen Tapanila	Version 1.0

Project Statement

Develop and implement an enterprise travel and expense management system for Washington State.

Business Drivers/Background

A number of drivers are impacting the Office of Financial Management's (OFM) Travel Voucher System (TVS). These include:

- Customers continue to request additional needed functionality (e.g., pre-approval and other reimbursable expense management);
- The current system technology complicates implementation of requested travel regulation edits, accounting edits, accessibility for the disabled, and statewide management of travel expenditures;
- Large agency implementations degrade system performance;
- Installation on user desktops is troublesome due to software conflicts, an increased focus on security issues, and redeployments often are required after upgrades.

To address these drivers, OFM staff, existing TVS customers, and potential customers have identified system improvements and new functionality in a number of areas, including:

- Support for these travel business process: pre-authorization, advances, reimbursement, payment approval, and reporting/querying.
- Coverage for reimbursable expenses;
- Improving deployment by removing the need to install anything on the users' workstations;
- Updating TVS' technology and databases to allow easier system growth and modification;
- Accessibility for employees with disabilities in accordance with state and federal guidelines.

This project supports the following OFM strategic goals:

- *Improving our effectiveness in helping state agencies succeed in meeting their goals and fulfilling their responsibilities*

- *Promoting confidence in state governments by insuring the integrity of information provided by OFM to executive agencies, the legislature and the general public and*
- *Providing guidance and systems that will improve the performance, accountability and effectiveness of state programs*

Vision

The “Travel and Expense Management System” (TEMS) will support the requests for and management of reimbursements to state employees and other individuals conducting state business. TEMS will support the complete business process from preauthorization to reimbursement. Individuals, including those with disabilities, will have access to the system and administrators will have the tools to support operations. TEMS will contain a repository of data on the daily travel and expense activities for each customer, allowing management, activity, and budgetary reporting. TEMS will reduce redundancy and errors, streamline processes, and save time.

Goal Statement

Build and implement TEMS in logical phases, accounting for scope and resources.

Objectives

At the end of the project we will have:

- A functioning enterprise system that supports Washington State’s business requirements for travel and expense management.
- A system that is technically superior to the current system in terms of performance, scalability, and deployment to end-users.
- Provided flexibility to interface with a variety of financial and administrative systems.
- Improved administration for adding, maintaining information about, and removing agency employees and other individuals.
- Improved reporting capabilities for travel itineraries and state employee disbursements.
- A system easily accessed by state employees.
- A system that follows the OFM Accessibility Guidelines for access by individuals with disabilities.
- Implemented a design that allows the system to adjust as recommendations around travel and expense management from the Roadmap project are enabled.

Scope

In Scope:

- Travel expense management requirements and processes (pre-authorization, advances, reimbursement, payment approval, and reporting/querying).
- Expense management requirements and processes.
- All technical, architectural, accessibility, and security requirements around implementing an enterprise application for OFM's Statewide Financial Systems and their customers.

Out of scope:

- Implementing local governments and higher education.
- Processes other than employee expense management and travel management not listed above.

Schedule

TBD

Resource Usage Projection**Implementation Phase(s) (18 months):**

Project Manager	0.40 - 0.55
Product Manager	1.25 – 1.50
Developer	1.50 – 2.00
Tester	1.25 – 1.50
Infrastructure	0.20 – 0.25

High Level Deliverables

Phase Deliverables	Description
Vision Document.	High-level use cases, data model, and data dictionary.
Requirements Document.	Updates to the Software Requirements Document created during the Feasibility Phase. More details around the specific requirements.
Design Document.	How the requirements will be met. Design specifications.
A production system that is developed, implemented, and rolled out to customers.	A working travel and expense management system.
Training delivered.	Includes training document and possibly multi-media training materials.
User Documentation.	Explanations of how the system works.

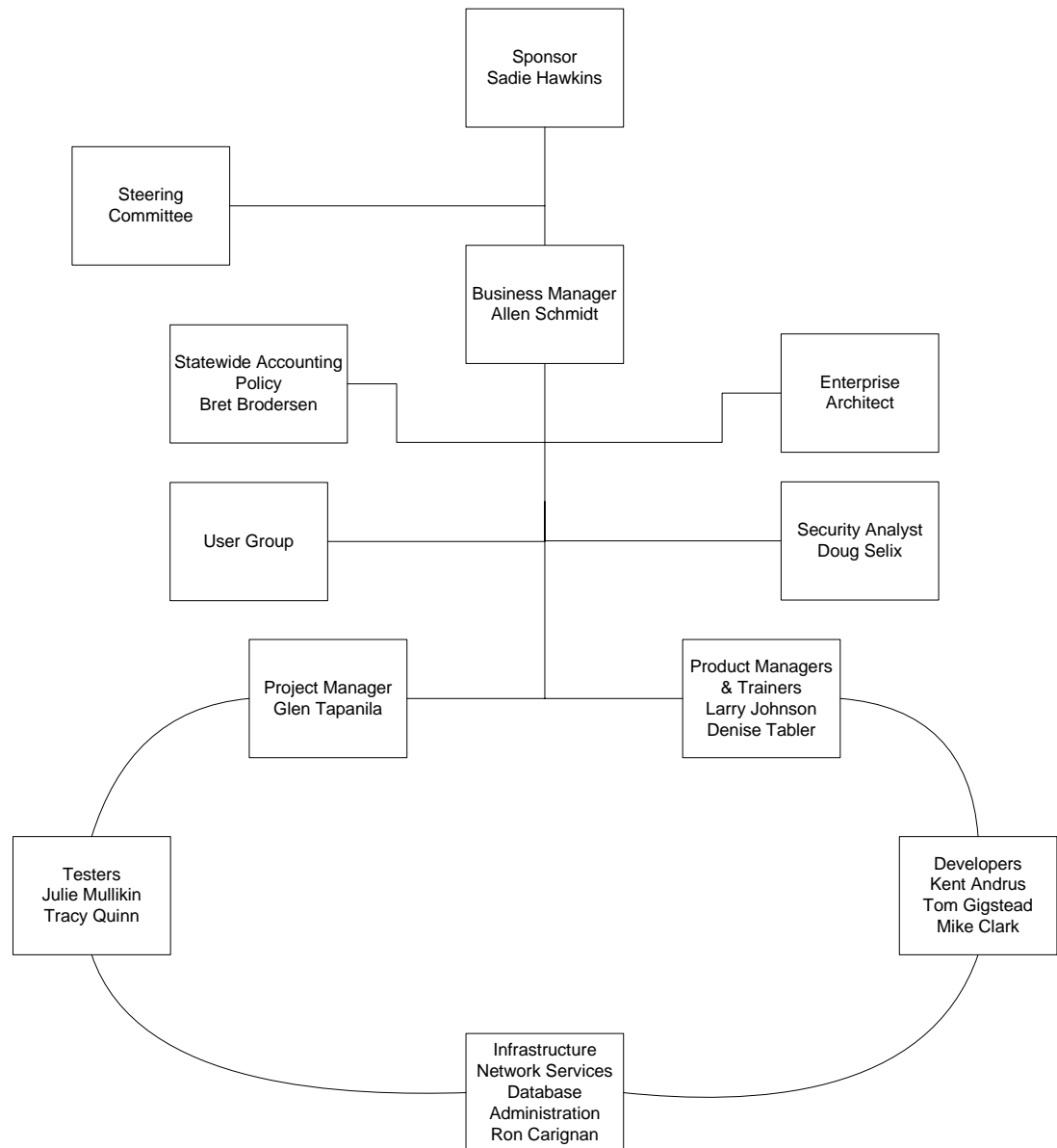
Project Organization

Team Roles & Responsibilities

Person	Role	Responsibilities
Sadie Hawkins	Sponsor	The executive who manages, administers, monitors, funds and is responsible for the overall project delivery.
Allen Schmidt	Business Manager	Directly oversees the project manager. Manages the enterprise application environment in which TEMS resides. Resource provider for the project.
Steering Committee Member	Steering Committee	Review and accept the Project Charter. Help the project team stay true to the vision, scope and objectives. Find resolution for business process issues.
User Group Primary Member	User Group – Primary	Review prototypes and design proposals. Help with testing and deployment. Keep other stakeholders within their agency informed about project progress, decisions, and issues.
User Group Secondary Member	User Group – Secondary	Back up the Primary User Group member from the member's agency. Communicate with the Primary member to keep informed of project activity. Substitute for the Primary member at meetings the Primary member cannot attend.
Kent Andrus	Developer	Developer resource manager. Defines the vision for each feature, then designs and builds them.
Mike Clark	Developer	Defines the vision for each feature, then designs and builds them.
Tom Gigstead	Developer	Lead developer. Defines the vision for each feature, then designs and builds them.
Database Administrator	Infrastructure	Supports SQL Server database creation, modification, and support.
Ron Carignan	Database Analyst	Supports data and database definition, analysis, and design.
Network Services Analyst	Infrastructure	Supports network services and connectivity operations.
Denise Tabler	Product Manager & Trainer	Customer advocate, business analyst, keeper of the vision, and owner of the requirements. Ensures the end user

		performance is enhanced as a result of using TEMS.
Larry Johnson	Product Manager & Trainer	Lead TEMS product manager. Customer advocate, business analyst, keeper of the vision, and owner of the requirements. Ensures the end user performance is enhanced as a result of using TEMS.
Glen Tapanila	Project Manager	Project leader, facilitator, and coordinator.
Tracy Quinn	Tester	Make sure all issues are known to the team and addressed prior to releasing the product.
Julie Mullikin	Tester	Make sure all issues are known to the team and addressed prior to releasing the product.
OFM Staff	Enterprise Architect	Consultant for key enterprise architectural decisions (e.g., work flow, authentication).
Doug Selix	Security Analyst	Consultant for security architecture.

Organization Chart



Assumptions:

- We are not going to lose our current staffing level.

Constraints:

- Little funding available for software acquisitions (e.g., a business rules engine).

Performance Measures/Outcomes

- Complete the deliverables and gain acceptance from the Business Manager, Sponsor, and Steering Committee.
- Staff effort spent on the project.
- Completion of the project milestones – compare actual vs. estimates for effort and duration.

Acceptance

We, the project sponsor and business manager, have reviewed and approved this document.

Name and Title	Signature	Date
Sadie Hawkins (Sponsor)		
Jim Brittian (Steering Committee Member)		
Denise Doty (Steering Committee Member)		
Mark Johnson (Steering Committee Member)		
Connie Robins (Steering Committee Member)		
Sharon Elias (Steering Committee Member)		
Jamie Langford (Steering Committee Member)		
Allen Schmidt (Business Manager)		